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Applicants: Shah et al.

Confirmation No.: 4082

Technology Center 2100

Serial No: 09/606,093

Group Art Unit: 2175

Filed: June 27, 2000

Examiner: Pardo, Thuy N.

Title: METHOD AND SYSTEM FOR ENABLING TRAINING OF FIELD
SERVICE PERSONNEL AND FIELD SERVICE OF MACHINES

Certificate of Mailing

I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on October 17, 2002.

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Date of Signature: October 17, 2002

Commissioner for Patents
Washington, D.C. 20231

RESPONSE TO THE FIRST OFFICE ACTION

Dear Sir:

This paper is filed in response to a communication mailed July 19, 2002 from the U.S. Patent and Trademark Office in connection with the above-identified U.S. patent application. A response to the communication is due on or before October 19, 2002. Therefore, this response is timely filed.